

## WorldVue Global Meraki Dashboard - User Manual - draft

### Overview

The WorldVue Global Meraki Dashboard is a centralized web application designed to track the health and connectivity of Meraki devices across WorldVue global networks. It allows users to monitor device statuses, receive alerts, manage user access, and visualize network performance.

### Purpose

The WorldVue Global Meraki Dashboard **is not intended to replace or serve as an alternative** to the official Meraki Dashboard. Instead, it is designed as a complementary tool tailored for users who may not have direct access to the Meraki platform.

This includes:

- **General Managers (GMs)** who want a quick overview of network health across their property
- **IT Managers and Maintenance Teams** who need centralized status monitoring without Meraki access
- **Deployment Partners** who need visibility into network readiness during rollout
- Anyone seeking a **quick, consolidated view** of device status across multiple regions, organizations, and networks

The dashboard simplifies and centralizes information from Meraki into a **clear, accessible, and user-friendly interface**, making it ideal for monitoring without requiring full administrative privileges.

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## 1. Getting Started

- Open a supported browser (Chrome, Firefox, Edge)
- Navigate to the Dashboard URL provided by your admin

The screenshot displays the WorldVue Global Meraki Dashboard interface. At the top, there is a navigation bar with a search field, a 'Search' button, and dropdown menus for 'EMEA', 'Select Organization', 'Select Network', and a 'Victor Nechita' profile with a 'Logout' button.

The main content area is divided into several sections:

- Summary:** A table showing overall counts for Organizations (3), Networks (6), Appliances (10), Switches (104), and Access Points (1802).
- Current Device Status:** A table showing the status of various device types:
 

TYPE	OFFLINE	ALERTING	DORMANT	ONLINE
Appliances	0	0	0	10
Switches	0	1	1	102
Access Points	5	17	54	1686
- Current MX Uplink Status:** A table showing MX Uplink status:
 

TYPE	WANT DOWN	WANT UP	WANT UP	WANT UP
MX Uplinks	0	2	2	6
- Current Edge Device Status:** A table showing Edge Device status:
 

TYPE	TOTAL	OFFLINE	ONLINE
TV	491	113	378
CR	231	0	231
- Network Locations - Global:** A map showing the global distribution of network devices, with a legend for 'online' (green), 'offline' (red), 'alerting' (orange), and 'dormant' (grey).
- Device Change History (for the past 7 days):** A table showing recent device status changes:
 

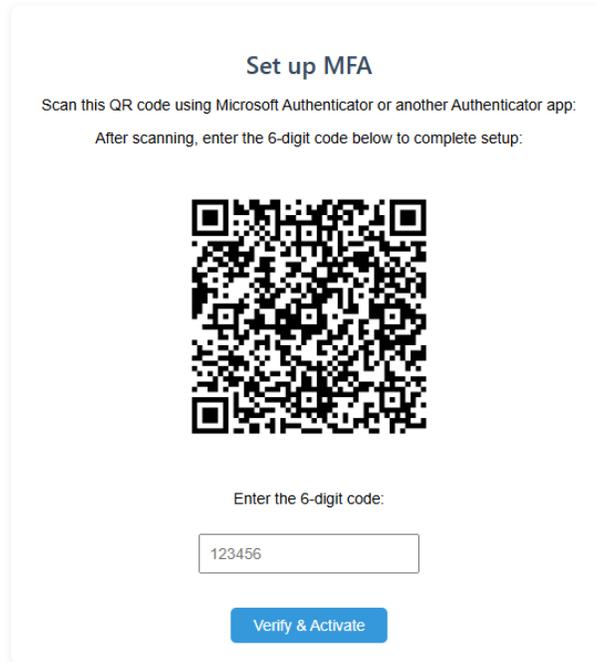
TIME	ORGANIZATION	NETWORK	PRODUCT TYPE	DEVICE	SERIAL	PREVIOUS STATE	CURRENT STATE	STATUS CHANGED
2025-04-02 10:31:22	HEL-SmoNet-PROD-EU-GBR	EU-GBR-GIA-STNCA	wireless	STNCA-MR330H-LFT2-AP002	Q2RD-L3WL-S1UP	offline	online	12m
2025-04-02 10:29:15	HEL-SmoNet-PROD-EU-GBR	EU-GBR-GIA-STNCA	wireless	STNCA-MR330H-LFT2-AP002	Q2RD-L3WL-S1UP	online	offline	14m
2025-04-02 10:22:58	HEL-SmoNet-PROD-EU-GBR	EU-GBR-GIA-STNCA	wireless	STNCA-MR330H-LFT2-AP002	Q2RD-L3WL-S1UP	offline	online	5m

## 2. User Access Levels

- **ADMIN:** Full access to all data and admin features
- **GLOBAL:** Full access to all organizations and networks
- **ORG:** Limited to selected organizations and networks

## 3. Login and MFA

- Enter your username and password
- If MFA is enabled:
  - **First-time users** will be prompted to scan a QR code using an app (e.g., Microsoft Authenticator)



**Set up MFA**

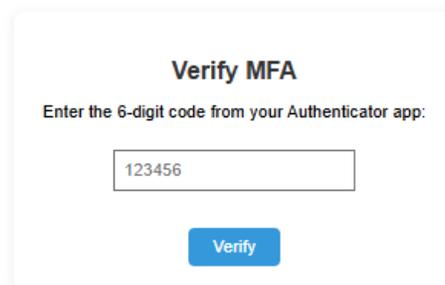
Scan this QR code using Microsoft Authenticator or another Authenticator app.  
After scanning, enter the 6-digit code below to complete setup:



Enter the 6-digit code:

**Verify & Activate**

- **Returning users** will be asked to enter the MFA code from their app



**Verify MFA**

Enter the 6-digit code from your Authenticator app:

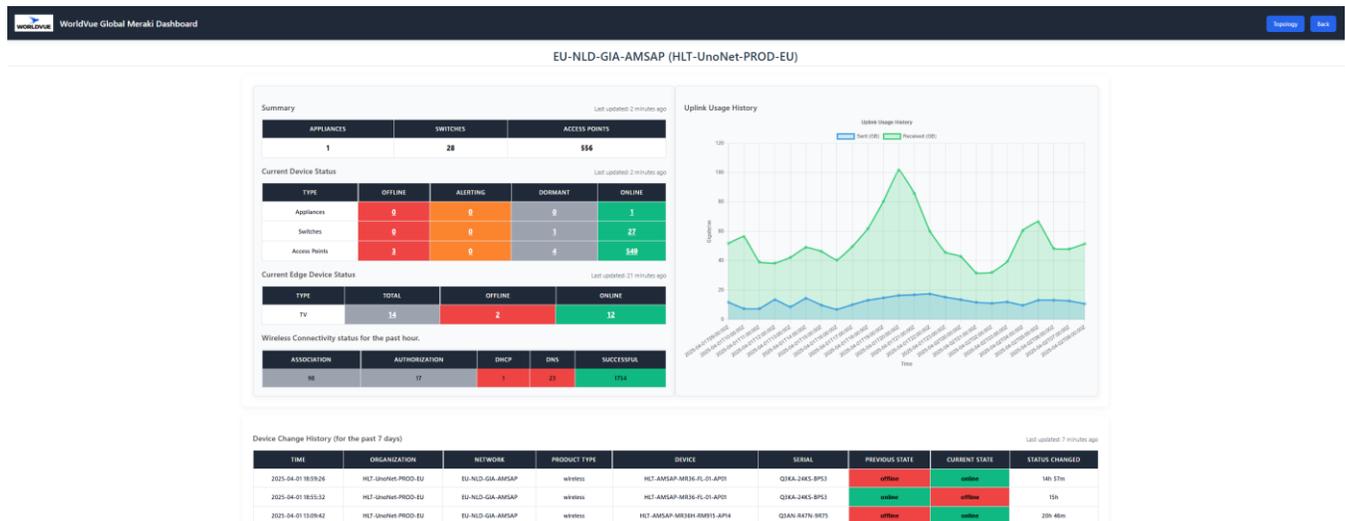
**Verify**

## 4. Dashboard Overview

### Homepage – Summary page

- Select a **Region** to filter data. **Global View** is the default view.
- View summary:
  - Summary of Organizations, Networks, Appliances, Switches and Access Points
  - Online, Offline, Alerting, Dormant Devices
  - WAN Uplink Statuses
  - Network locations with links to Meraki dashboard
  - Third-Party Device Tracking
    - Categorizes external devices like TVs and Connected Room (CR) clients
    - Available from both Summary and Network views
    - Status breakdowns (Online/Offline) and clickable links
- Device Change History for the past 7 days
- Version Info

### Network View



- Click on a network to view detailed device information
- Status and uptime history
- Bandwidth and client stats
- Current active Conferences
- If floor plans and AP locations are defined in Meraki for the selected network, an **AP Location** button will become available in the header section
- **Network Schematic View**
  - Selectable from Network View via **Topology** button
  - Auto-grouping of MX, Switches, and Aps
  - Stacks expand/collapse with live status indicators

## 5. Viewing Devices and Statuses

- Click on Device Status numbers to see Access Point, Switch, Appliance counts by status. Download CSV available. From Network view, counts by status lists, each device is accessible for detailed view.
- View status changes by network, or device type
- Pagination available for long lists

## 6. Alerts and Notifications

- Email alerts sent to users with alerts\_enabled = 'y'
- Alerts include device name, network, time, region, and status change
- Alert conditions:
  - Online → Offline
  - Online → Alerting
  - Alerting/Offline → Online

## WorldVue Device Alerts - Device Status Change Σ Inbox x

### Mailtrap Forward

to me ▾

Dear valued customer,

This is an automatic email informing you of the following device status changes:

 Alert: Device **HLT-DUBKM-MR46-FL-01-AP05** (wireless) is now **OFFLINE**!

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 Device: HLT-DUBKM-MR46-FL-01-AP05 (wireless)  
 Serial: Q3KD-38L7-96XG  
 Network: EU-IRL-GIA-DUBKM (L\_729583139634021352)  
 Organization: HLT-UnoNet-PROD-EU  
 Region: EMEA  
 Status Change: online → OFFLINE

 Time: 2025-03-27 19:13:35

 Downtime: 11m

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For initial troubleshooting of offline devices, please check if the device and its cabling are intact and securely connected at the installation location. If the device and cabling appear intact, kindly reach out to your support team.

 Support Phone: +35 312709171

 Support Email: [support@worldvue.com](mailto:support@worldvue.com)

If you believe this alert was sent in error or need help, feel free to contact your system administrator or support team.

Best regards,  
WorldVue Monitoring System

## 7. Admin Panel

Accessible to ADMIN users only.

### Features:

- View and manage all registered users
- Add/Edit/Delete users
- Assign organization/network access
- Enable/Disable MFA and email alerts
- View any table data in the system

## 8. Version Control

- Admins can post version updates via `/version_control`
- Each version contains a tag (e.g., v2.3) and release notes

- Users can view current and previous versions